

WHAT IS CLAIMED IS:

1. A maintenance, repair and operation services system, comprising:
 - processor means, and
 - means for coupling said processor means to a remote buyer of
 - 5 maintenance, repair and operation services;
 - said processor means including:
 - means for storing standard maintenance, repair and operation
 - parameters,
 - means for requesting and receiving through said coupling
 - 10 means specific buyer data from said buyer,
 - means for processing said specific buyer data in said
 - processor means and calculating buyer's requirements responsive to said specific
 - buyer data input and in view of said standard maintenance, repair and operation
 - parameters,
 - 15 means for generating buyer's request for proposal, and
 - means for transmitting said buyer's request for proposal
 - from said procedure means to said buyer through said coupling means.

2. The maintenance, repair and operation services system of Claim 1 further comprising means for printing out said buyer's request for proposal.

5 3. The maintenance, repair and operation services system of Claim 1 further comprising means for coupling said processor means to at least one maintenance, repair and operation services provider,

means for transmitting said buyer's request for proposal to said at least one maintenance, repair and operation services provider, and

10 means for receiving into said processor means proposal information from said at least one maintenance, repair and operation services provider in response to said buyer's request for proposal.

4. The maintenance, repair and operation services system of Claim 1,
wherein said standard maintenance, repair and operation parameters includes
either of statistics data related to the buyer's building, local labor rates, costs for
uniforms, costs for equipment, costs for supplies, paper costs, overhead expenses,
and profit mark-ups.

5. The maintenance, repair and operation services system of Claim 1,
wherein said specific buyer data includes either of:

- 10 name of the buyer,
- address of the building,
- building details,
- the industry within which the building is affiliated,
- square footage of the building,
- square footage of the area to be cleaned,
- breakdown for each type of space in the building,
- type of floor covering,
- level of cleaning, and
- frequency of the cleaning.

6. The maintenance, repair and operation services system of Claim 1, wherein said standard maintenance, repair and operation parameters are entered into said processor means by said buyer.

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7. The maintenance, repair and operation services system of Claim 1, wherein said standard maintenance, repair and operation parameters are available to said buyer from said storing means of said processor means.

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8. The maintenance, repair and operation services system of Claim 1, wherein said requesting and receiving means further comprises means for requesting and receiving from said buyer labor rates in said building.

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9. A matrix method for generating a request for proposal for maintenance, repair and operation services, comprising the steps of:

coupling a processor to a remote buyer of maintenance, repair and operation services through a communication channel,

5 storing in said processor standard maintenance, repair and operation parameters,

requesting and receiving at said processor specific buyer data from said buyer through said communication channel,

10 processing said specific buyer data in said processor,

calculating buyer's requirements responsive to said specific buyer data input and in view of said standard maintenance, repair and operation parameters,

15 generating at said processor buyer's request for proposal, and

transmitting said buyer's request for proposal to said buyer through said communication channel.

10. The matrix method of Claim 9, further comprising the steps of:
printing out said buyer's request for proposal.

5 11. The matrix method of Claim 10, further comprising the steps of:
printing out a specific part of said buyer's request for proposal upon
said buyer's command.

10 12. The matrix method of Claim 9, further comprising the steps of:
coupling at least one provider of maintenance, repair and operation
services to said processor,
transmitting said buyer's request for proposal from said processor
to said at least one provider of maintenance, repair and operation services, and
15 receiving at said processor proposal information from said at least
one provider of maintenance, repair and operation services in response to said
buyer's request for proposal.

13. The matrix method of Claim 9, further comprising the steps of:
requesting said standard maintenance, repair and operation
parameters from said buyer.

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14. The matrix method of Claim 9, further comprising the steps of:
providing said standard maintenance, repair and operation
parameters to said buyer from said processor.

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15. The matrix method of Claim 9, wherein said standard maintenance,
repair and operation parameters include either of: statistics data related to said
buyer's building, local labor rates, costs for uniforms, equipment, supplies, paper,
overhead expenses, and profit mark-ups.

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16. The matrix method of Claim 9 further comprising the steps of:
requesting and receiving from said buyer at said processor said
specific buyer data including labor rates in said buyer's building.

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17. The matrix method of Claim 16, further comprising the steps of:
requesting and receiving from said buyer at said processor either of:
name of said buyer,
address of said buyer's building,
said building details,
the industry within which said building is affiliated,
square footage of said building,
square footage of the area to be cleaned in said building,
breakdown for each type space in said building,
type of floor covering,
level of cleaning, and
frequency of cleaning.

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18. A matrix method of doing business in maintenance, repair and operation industry, comprising the steps of:

5 providing processor accessible by a remote buyer of maintenance, repair and operation services over a communication channel extending between said processor and said buyer of maintenance, repair and operation services,

10 generating, by said processor, a request for proposal of maintenance, repair and operation services upon receiving at said processor of requested specific buyer data from said buyer of maintenance, repair and operation services, and

15 transmitting said request for proposal from said processor to said buyer of maintenance, repair and operation services over said communication channel for further use by said buyer of maintenance, repair and operation services in pursuit for acquisition of maintenance, repair and operation services from a maintenance, repair and operation services provider.

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19. The matrix method of doing business of Claim 18, further comprising the steps of:

storing standard maintenance, repair and operation parameters,

processing said specific buyer data,

5 calculating buyer's requirements responsive to said specific buyer
data input and in view of said standard maintenance, repair and operation
parameters, and

constructing said request for proposal based on said buyer's requirements.

20. The matrix method of doing business of Claim 18, further comprising the steps of:

coupling said buyer of maintenance, repair and operation services with at least one maintenance, repair and operation services provider through said processor,

transmitting said request for proposal to said at least one maintenance, repair and operation services provider, and

receiving at said processor proposal information from said at least one maintenance, repair and operation services provider in response to said buyer's request for proposal for said buyer's consideration.